

Konecta and ElevenLabs help brands bring natural AI voice agents into customer service at scale

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- **Partnership integrates ElevenLabs' conversational AI into Konecta's Kolibri platform**
- **Pilot with restaurant brand delivered 97% order accuracy and a 35% reduction in order-management costs across 50 locations and 35,000 calls**
- **AI voice agents will support frontline teams, improve resolution and help brands respond faster during peak demand**



Madrid, July 15, 2026 - [Konecta](#), a global leader in customer experience and digital services, today announced a strategic partnership with [ElevenLabs](#), one of the world's leading AI voice platforms, to help brands bring natural-sounding AI voice agents into customer service operations at enterprise scale.

Through the partnership, ElevenLabs' conversational AI will be integrated into Konecta's [Kolibri](#) platform. It gives enterprises a simple route to deploy voice agents that can speak naturally with customers, understand context and help resolve both routine and complex interactions across customer operations.

Brands continue to face rising pressure to improve customer experience while managing growing contact volumes, channel complexity and operational cost. While digital channels continue to expand, voice remains a critical part of the customer journey.

Konecta and ElevenLabs are addressing that challenge by combining advanced AI voice technology with deep customer operations expertise. The partnership enables brands to

deploy natural AI voice agents that can handle high-volume interactions, support frontline teams and reduce pressure during peak periods, while ensuring human agents remain focused on sensitive, complex or high-value customer moments.

The AI voice agents can support more than 70 languages and be configured around different accents, dialects, sector-specific vocabulary and customer intent. This means brands can deliver unique and natural experiences for customers tailored to them, while maintaining consistency, accuracy and governance across global customer operations.

The capability is particularly relevant for complex and call-heavy industries including banking and financial services, telecommunications, retail, utilities, healthcare, travel and mobility. Organisations can deploy AI voice agents to support key activities like order taking, appointment booking, billing support, technical support, issuing returns or refunds.

In sensitive customer environments such as debt collections, AI voice agents can support routine outreach and triage, while ensuring human agents remain available for conversations that require judgement, empathy or specialist support.

The technology has already been piloted with a leading Spanish restaurant chain across 50 locations in Spain and Portugal and 35,000 calls. The AI voice agent managed incoming phone orders and achieved 97% order accuracy, capturing high-volume calls that had previously been missed during peak demand.

The partnership brings together three core capabilities:

- Natural AI voice agents: ElevenLabs' conversational AI enables brands to create expressive, fast response voice agents that can engage customers in natural language across a wide range of service environments. Agents will continuously improve through real-world customer conversations to deliver more accurate, context-aware responses over time.

- Operational CX expertise: Konecta brings more than 25 years of customer experience expertise across regulated and high-volume sectors, with more than 100,000 employees operating in 40 languages across 28 countries.
- Enterprise deployment through Kolibri: through Konecta's Kolibri platform, enterprises can connect AI voice agents into existing customer systems, workflows, governance models and human support teams. This helps organisations move from experimentation to production-ready deployment, while maintaining visibility over performance, cost, compliance and escalation.

Oscar Vergé, Chief AI Deployment Officer at Konecta, commented, "Customer service is built on one simple idea that people want to be heard. Voice AI gives brands a powerful new way to listen, respond and resolve customer needs faster, but it only works if it is designed around real conversations, the issues customers care about most and how they actually expect to be supported.

"Our partnership with ElevenLabs brings together one of the world's most advanced voice AI platforms with Konecta's experience managing millions of customer interactions across complex industries. Together, we're helping brands deploy natural-sounding AI voice agents that support frontline teams, improve resolution and create better experiences for customers at scale, while enabling people to focus on the moments where empathy, judgement and expertise matter most."

Ashish Uchil, Global Head of Business Development & Partnerships at ElevenLabs, said, "ElevenLabs has built the most advanced voice AI and agents platform in the world, and we have seen first-hand what it can do in production environments. What this partnership with Konecta unlocks is the ability to take that technology to enterprises at a scale and speed across voice, chat, and every channel their customers use. Our technology combined with Konecta's CX expertise, proprietary data, and global delivery infrastructure make this the most compelling way to bring voice AI and agents into enterprise operations."

About Konecta

Koneccta is a leading innovative global service provider in customer management business process and digital outsourcing, with 109,000 passionate employees working in 40 languages across 4 continents and 28 countries. Focusing on the unique needs and opportunities of each industry, Koneccta offers a full range of end-to-end customer management solutions – including acquisition, retention, customer service, technical support, and collection – all based on a sustainable business model. These services are built on a portfolio of world-class expertise covering customer experience and process management, digital solutions and cutting-edge technologies. Headquartered in Madrid, Koneccta delivers global revenues of €2 billion with more than 500 clients, covering some of the biggest names in telecoms, energy, banking, mobility, retail, and e-commerce.

Media contacts

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The logo for Koneccta, featuring the word "koneccta" in a bold, lowercase, blue sans-serif font. The letter 'v' is stylized with a diagonal slash.

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